



Food Rescue Manager

\$70,665-\$81,472 Annualized Salary

(Exempt)

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first food bank in the State of California, and the second in the nation. We pride ourselves in providing 11 million pounds of food annually to over 70,000 people per month through our network of 150-member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience, and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals, including applicants with a criminal history.

About the position:

The Food Rescue Manager (FRM) is responsible for the strategic leadership, growth, compliance, and performance management of Second Harvest Food Bank's food recovery and grocery rescue program: the Retail Recovery Alliance. Acting as the organization's subject matter expert on edible food recovery, the FRM develops and implements strategies to maximize food sourcing opportunities, strengthen community partnerships, ensure regulatory compliance, and advance organizational goals related to hunger relief and food waste reduction. This role operates with a high degree of autonomy, leading cross-functional initiatives and influencing stakeholders across multiple organizations without direct supervisory responsibility.

The Food Recovery Program Manager (FRM) provides the strategic leadership, oversight, and continuous advancement of Second Harvest Food Bank's food recovery and grocery rescue initiatives through the Retail Recovery Alliance. Serving as the organization's subject matter expert in edible food recovery, the FRM is responsible for expanding food sourcing opportunities, cultivating and strengthening strategic partnerships, ensuring compliance with all applicable food safety and regulatory requirements, and driving program performance to maximize community impact and reduce food waste.

This position operates with a high degree of professional judgment and autonomy, independently leading complex initiatives, identifying opportunities for program growth, and coordinating efforts across multiple internal departments and external partners. While empowered to make day-to-day operational and programmatic decisions, the FRM maintains regular communication and strategic alignment with the Chief Operating Officer, providing timely updates on program performance, emerging opportunities, challenges, and issues requiring executive awareness or direction. Through this balance of independent leadership and organizational coordination, the FRM ensures that the Retail Recovery Alliance advances Second Harvest's strategic priorities while operating efficiently, compliantly, and collaboratively.

REPORTS TO: Chief Operating Officer

SUPERVISES: None (Individual Contributor Leadership Role)

JOB SUMMARY:

1. Program Leadership & Strategic Development (35%)

- Lead the strategic planning, development, and continuous improvement of the Food Recovery Program.
- Develop annual program goals, performance metrics, and growth strategies aligned with organizational objectives.
- Evaluate food recovery trends, emerging opportunities, and regulatory developments to inform program direction.
- Identify and implement process improvements to increase efficiency, equity, food recovery volume, and Partner Agency engagement.
- Lead cross-functional initiatives involving Operations, Agency Relations, Development, Communications, and Leadership teams.

- Serve as the internal subject matter expert on food recovery, donor engagement, and edible food recovery regulations.

2. Donor Relationship Management (30%)

- Lead cultivation, acquisition, and stewardship strategies for grocery retailers, wholesalers, manufacturers, farms, and other food donors.
- Develop executive-level relationships with corporate partners, local jurisdictions, nonprofit organizations, and community stakeholders.
- Negotiate partnership agreements and collaborate with stakeholders to address operational challenges and expansion opportunities.
- Represent the Food Bank in regional, state, and national food recovery initiatives, meetings, conferences, and working groups.
- Develop donor recognition and engagement strategies to strengthen long-term participation and increase contributions.

3. Partner Agency Engagement & Capacity Building (15%)

- Lead training and technical assistance initiatives for agency partners and food donors, including the creation and upkeep of instructional videos, manuals, standard operating procedures, and other practical guides.
- Support community education efforts related to food recovery, hunger relief, and waste reduction.
- Build organizational capacity by identifying best practices and emerging innovations in food recovery.
- Foster collaboration among partner agencies, food donors, local governments, and community organizations.

4. Compliance, Risk Management & Program Oversight (10%)

- Provide overall oversight of program compliance with SB 1383, Feeding America requirements, RAC Grant, food safety standards, and applicable regulations.
- Develop and maintain program policies, procedures, training materials, and operational standards.

- Monitor agency and donor compliance, addressing performance issues and corrective action plans as needed.
- Serve as the primary liaison for audits, compliance reviews, and jurisdictional reporting requirements.
- Monitor and assess program risks and develop mitigation strategies.

5. Data Analytics & Performance Management (10%)

- Establish and monitor key performance indicators (KPIs) related to food recovery, donor participation, agency engagement, and program growth.
- Analyze trends and performance data to guide decision-making and resource allocation.
- Actively track and maintain pickup schedules across the county, ensuring a clear and current understanding of which Partner Agencies are picking up donations from each retail donor location.
- Monitor pickup consistency, identify missed or recurring gaps, and coordinate with Partner Agencies and retailers to support reliable food recovery operations.
- Develop executive dashboards and reports for leadership, grant funders, and external stakeholders.
- Utilize data insights to identify opportunities for increased food sourcing and operational efficiency.
- Support grant applications, impact reporting, and strategic planning through data analysis and storytelling.

Qualifications (Manager Level)

Education & Experience:

- Bachelor's degree in relevant field such as business administration, supply chain management, logistics or an equivalent combination of education and experience.
- Minimum 3–5 years of progressively responsible experience in food banking, nonprofit management, supply chain, sustainability, food systems, community partnerships, or related fields.

- Demonstrated experience leading programs, initiatives, or major projects without direct supervisory responsibility.
- Experience developing strategic partnerships and influencing decision-making across multiple stakeholder groups.
- Experience with program metrics, budget oversight, compliance management, and strategic planning.
- Experience with SB 1383 implementation, edible food recovery programs, or Feeding America network operations highly preferred.

Knowledge, Skills & Abilities:

- Strong strategic planning and program management skills.
- Demonstrated leadership and influence skills without formal authority.
- Advanced relationship management and stakeholder engagement capabilities.
- Strong analytical, reporting, and data interpretation skills.
- Excellent presentation, facilitation, and public speaking abilities.
- Ability to manage complex projects and competing priorities.
- Strong business acumen and problem-solving abilities.
- Expertise in regulatory compliance, food recovery, or related operational programs.
- Advanced proficiency with CRM systems, reporting tools, Microsoft Office Suite, and data analysis platforms.

Additional Requirements

- Must have access to a motor vehicle, as well as valid auto insurance coverage.
- Must have a valid California Driver's License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank's insurance carrier).
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County

- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
 - o Able to hear conversations on the phone and in-person. The person in this position frequently communicates with retail partners, community partners, etc.; must be able to exchange accurate information in these situations.
 - o Be able to read, write, and interpret written reports, documents and manuals.
 - o Able to safely lift or carry items weighing up to 40 pounds.
 - o Bi-manual dexterity and able to use a computer keyboard.
 - o Frequent standing and sitting throughout the day.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
- In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

BENEFITS: We offer competitive salaries and benefits and a rewarding work environment.

PAID TIME OFF: new hires accrue three weeks of vacation time in their first year of service, in addition to paid 10 company holidays, and 12 sick days, per year.

HEALTH AND WELLNESS:

- We offer a choice of 7 medical plans across Silver, Gold, and Platinum coverage levels. The Food Bank contributes an amount equal to 90% of the employee premium and 80% of the dependent premium for the Kaiser Gold base plan, which can be applied toward the plan of your choice.
- 100% employer-paid benefits for employee Vision, Dental, Life, Long-Term Disability, Accidental Death & Dismemberment and Employee Assistance Program
- Employer subsidized vision and dental insurance for dependents.
- AFLAC supplemental plans
- Health Care and Dependent Care Flexible Spending Accounts
- Supplemental coverage on Life and AD&D plans.
- Pet Insurance

FINANCIAL BENEFITS

- 403(b) Retirement Plan with generous employer contribution.
- Tuition reimbursement program

Job Details: This is a full-time, regular, exempt position with a salary of \$70,665 - \$81,472; depending on education and experience. This position may require working occasional nights and/or weekends for meetings and events.

To apply: Please submit a cover letter and resume by 11:59PM on 9/14/26 at www.thefoodbank.org/careers